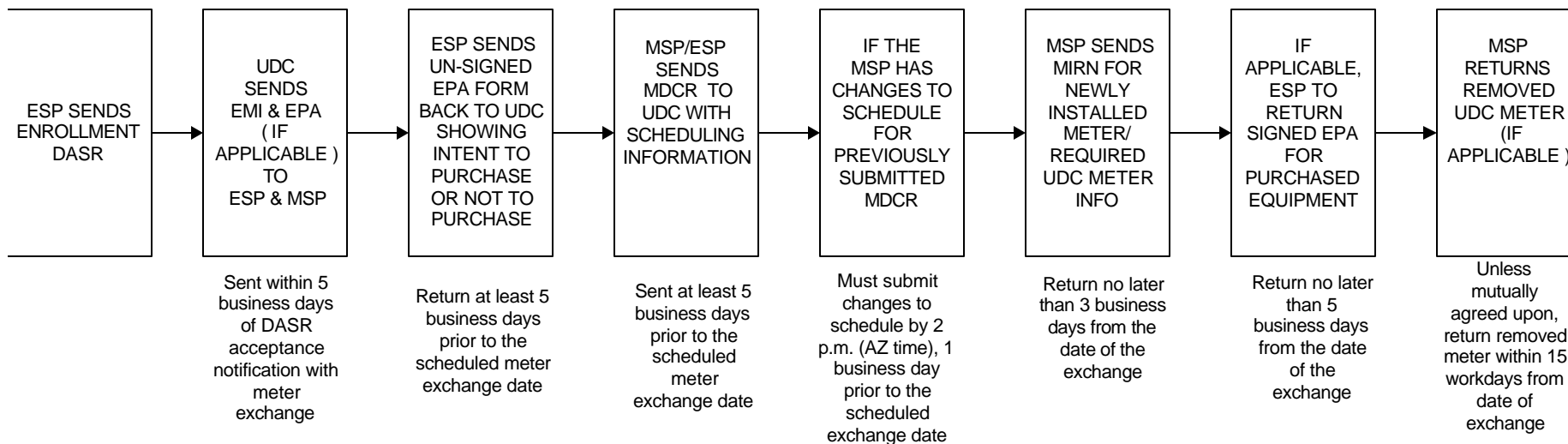


HIGH LEVEL FLOW - PROCESS # 1
BUNDLED CUSTOMER TO DIRECT ACCESS
(METER EXCHANGE REQUIRED SERVICES CONTRACTED THROUGH ESP)
Sample - proposed changes for 11/29/00



DASR = Direct Access Service Request
EMI = Existing Meter Information
EPA = Equipment Purchase Authorization
MDCR = Meter Data Communication Request
MIRN = Meter Installation/Removal Notification